

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of : Confirmation No.: 9696  
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Jagannathan Shiva Shandkar, et al. : Group Art Unit: 2143  
: :  
Serial No.: 10/651,590 : Examiner: Phuoc H. Nguyen  
: :  
Filed: August 29, 2003 : :  
: :  
For: METHOD AND APPARATUS FOR MEASURING HEALTH AND PERFORMANCE  
OF A MESSAGING SYSTEM

**REQUEST FOR REFUND**

Via EFS-Web  
Director of the US Patent and Trademark Office  
Alexandria, VA 22313-1450

Sir:

An Issue Fee in the amount of \$1,440 (check no. 008963) for the above-referenced application was mailed to Patent and Trademark Office on April 22, 2008. Subsequently, on April 23, 2008, a RCE and Petition to Withdraw Application from Issue was filed via EFS. The application was Allowed on May 28, 2008 and a second Issue Fee in the amount of \$1,440 was paid on August 25, 2008 via EFS. It is requested that the first Issue Fee now be refunded and credited to Deposit Account No. 50-1302 for the above-referenced patent application. Copies of the two Issue Fee Transmittals are attached hereto.

Respectfully submitted,  
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Date: May 13, 2009

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